



## ATHUL THOMAS

Salmiya, Kuwait

Mobile: +965 66661240,

Email: [athul.thomas55@gmail.com](mailto:athul.thomas55@gmail.com)

Professionally qualified and having over 7 years of rich and extensive experience in IT Operation, Systems Administration, installation, configuration, budgeting etc. in both national & international environments. Strong Knowledge in networking, infrastructure, systems & Project management & Execution. Also having Pre-Opening Experience of 5 Star Property. Seeking challenging opportunity.

### PROJECTS HANDLED (RECENT)

#### *Recent Projects Handled – Pre Opening Millennium Hotel & convention center Kuwait (still working)*

- Sun System Upgrade from Version 4.3.3 to Version 6.2
- Installation of the server to the VM ware technology – Year 2015
- Veeam Back System installation – Year 2015
- PMS – installation-Opera upgrade – year 2015 Upgraded on 2019
- Micros & Material control installation – year 2015 Upgraded on 2019
- New Signage System Installation – Year 2015
- New firewalls and Spam filters – Year 2015 upgraded on 2019
- New Antivirus Installation- Year – 2020
- New CCTV design, configuration, testing & commissioning – year 2020 Assistant IT Manager / Project Leader
- New antivirus Installation – year 2020 - Assistant IT Manager / Project Leader
- Telephone system with interfacing – IP Telephones - IT Supervisor / Project Leader
- Avaya (telephone service) Installation - IT Supervisor / Project Leader
- HR and Payroll Software Implementation - IT Supervisor / Project Leader
- Access door (door lock) installation - IT Supervisor / Project Leader
- Signage system Installation – IT Supervisor / Project leader
- installed the complete setup starting with DC & ADC, Exchange, Fileserver, backup server etc - Role - IT Supervisor / Assisting the Project Leader
- IPTV System along with interfacing with other system - IT Supervisor / Assisting the Project Leader
- PMS Installation- (Property management system) Opera V5 - IT Supervisor / Assisting the Project Leader
- Point of sale – Micros Installation Role: IT Supervisor / Assisting the Project Leader
- Material Control (Purchasing & Inventory system) – Role IT Supervisor / Assisting the Project Leader
- SUN system installation (accounting system) - IT Supervisor / Assisting the Project Leader
- Implementation and installation of desktop Central Management system

**Millennium Hotel & Convention center Kuwait (Five Star Property) – Assistant IT Manager**  
**In charge of IT Manager (June 2019 – till today)**

---

**Duties and Responsibilities -**

- Ensure consistently strong operational support for all internal hotel IT systems and users, minimizing any system outages
- Supervise the IT department on a daily basis
- Maintain excellent product knowledge and apply it to deliver full system benefits
- fully understand the legal requirements for IT governance and security
- effectively and efficiently address IT issues that arise
- Identify current and future system needs and provide solutions for the identified needs
- Build strong internal working relationships with all hotel departments
- Ensure smooth operation in all concerned areas
- Serve as primary contact for all servicing of computer PC hardware
- Maintain licenses for all software and ensure that all systems are covered by the proper maintenance & maintenance contract
- Preparing Yearly budget and monitoring the P & L of IT Department
- Maintain inventory of all IT relates hardware and related supplies
- Maintain a log of all computer hardware and a log of all services calls on computer hardware
- Manage the configuration records, program files and data files on the computer system
- Management of IT Infra Structure, WAN/LAN/WLAN/VPN, System Security and Access Control.
- Designing Network with built-in Security, Access Control, optimal utilization of Infra Structure and latest IT Trends & technology.
- Implementation & Operation of Disaster Recovery & Business Continuity initiatives.
- Vendor Management through close coordination and technical/commercial review.
- Technical Skills includes –
  - Network Hardware: Switches (Cisco 6500 ,4506e core switch,3560,2960 Routers (Cisco 2500,2600), Media (Ethernet, Gigabit, OFC, ISDN PRI, ADSL & E1), and Access points Aruba, GPON technology- calix
  - Wireless controllers and access points
  - Operating System: Windows XP, Vista, windows professional, windows 8 & windows 10
  - VM Ware Esxi
  - Servers: Exchange 2003,2010 & 2013, PROXY Server,
  - DNS/DHCP & Active Directory Server, 2003,2008 &2012 windows servers
  - Firewall- VPN: Fort iGATE
  - Antivirus and web filtering: Trend Micro, MacAfee, Symantec
  - Firewalls: Fortinet 200,300, Juniper etc.
  - Voice Tools: Avaya
  - Hospitality Products: Opera Version 5.0, Micros 9700, Interactive TV Systems, Vingcard, Tiger HSIM, Tiger Call Manger, CCTV, Signage system, Door lock system, DVRs, NVRs
  - Back Office: Materials Control, Sun System, Fbm.
  - HR Systems: Bayan, Oasys.

**Millennium Hotel & Convention Center Kuwait- a five star Property**  
**IT Supervisor (January 2017- May 2019)**

---

**Responsibilities:**

- Monitor the servers, LAN/WAN/Security systems of the Hotel.
- Assist the internal and external customers in all IT related issues
- Monitoring & ensuring network performance, server performance, security measures, patches against vulnerability of servers and DRP initiatives.
- Supervising Vendor operations through technical/commercial evaluation, coordination and SLA management.
- Managing network growth and development.
- Escalating Network security and growth issues to Management with solution design and recommendations.

**Selected Achievements:**

- Best supervisor for the 3<sup>rd</sup> Quarter in 2018
- Best supervisor of the year in 2018
  
- Best Employee of the year 2017

**Millennium Hotel & Convention Center Kuwait- a five star Property**  
**IT Coordinator (January 2015 - December 2016)**

---

**Responsibilities:**

- Responsible data & voice network & servers.
- Evaluate the systems and software before purchase.
- Provided technical support to the clients as well as the staff.
- Evaluated the IT requirement of the Client, Designed the network and data center solutions for the organization and managed the implementation.
- Provided consultancy to the client for the selection of the Infra Structure & Software.
- Instituted preventive maintenance schedule, client training, and troubleshooting of escalated problems, disaster recovery plan, spare part & vendor management.

**Elegant Hotel Kannur - a three star Property**  
**IT Assistant (March 2014 - November 2014)**

---

**Responsibilities:**

- Assembling & Installation of systems
- Analyze and provide necessary support to implement network to various clients as per the requirement
- Provide necessary support to maintain computer, internet, and network
- Trouble shooting of systems, networks and other hardware under various operating systems
- Update antivirus and firewalls
- Provide technical supports to various clients in the areas of hardware, network, security parameters etc.
- Install and configure printers, modems etc. as per the requirement
- Install various software and update the existing ones according to the requirements

## EDUCATION

Bachelor Degree from Kannur University India

MCSE 2014

CCNA 2014

## TRAINING & ACHIEVEMENTS

Project Management (PMP)

VM Ware ICM -6

Leadership Challenges

Time management

Stress management

Train the trainer

Table manners

Good to great

Fire fighting

Effective communication

handling the guests

Manager on duty

Telephone Etiquettes

Balancing Work & Life

## PERSONAL DETAILS

Date of birth: 29 December 1991

Languages known: English, Hindi & Malayalam

Passport Details: V9369880

Visa Status – Resident in Kuwait